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<p>Substitute for Form 1449A/PTO</p> <p><b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b></p> <p>SEP 23 2004 PTO/USPTO</p>		Application Number	10/002,745
		Filing Date	November 2, 2001
		First Named Inventor	Toshio UENO
		Group Art Unit	2153
		Examiner Name	Glenton B. Burgess
Sheet 1 of 1	Attorney Docket Number	01703/LH	

**U.S. PATENT DOCUMENTS**

Exam. Inits <sup>1</sup>	Cite No <sup>1</sup>	Document Number	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
PL		2001/0051952	A1	NAKAZATO, Toshiaki	12-13-2001	
		6,513,052	B1	BINDER, Erin	01-28-2003	
		6,678,764	B2	PARVULESCU et al	01-13-2004	
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**FOREIGN PATENT DOCUMENTS**

Exam. Inits <sup>1</sup>	Cite No <sup>1</sup>	Offc <sup>3</sup>	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>6</sup>

Examiner Signature	<i>PL</i>	Date Considered	1/6/05
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<sup>1</sup> Unique citation designation number. <sup>2</sup> See kinds of U.S. Patent Documents. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Place a check here if English translation is attached.

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<p>Substitute for Form 1449A/PTO</p> <p>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</p> <p>O I P MAR 26 2002 P A T E N T &amp; T R A D E M A R K S S E R V I C E S</p>				Application Number	10/002,745
				Filing Date	November 2, 2001
				First Named Inventor	Toshio UENO
				Group Art Unit	
				Examiner Name	
Sheet	1	of	2	Attorney Docket Number	01703/LH
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FOREIGN PATENT DOCUMENTS

Exam Inits <sup>1</sup>	Cite No <sup>2</sup>	Offc <sup>3</sup>	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevan t Portion	T 6
PL		JP	2000-115393	A	CANON INC.	04-21-2000		*
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*English language Abstract only								

Examiner Signature	<i>Phil J. S.</i>	Date Considered	1/16/05
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Substitute for Form 1449A/PTO  INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number 10/002,745
				Filing Date November 2, 2001
				First Named Inventor Toshio UENO
				Group Art Unit
				Examiner Name Technology Center 2100
Sheet	2	of	2	Attorney Docket Number 01703/LH
OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS				
Examiner Initials <sup>1</sup>	Citation No. <sup>1</sup>	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published		
<i>RL</i>		U.S. Serial No. 10/002,740, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM FOR RANK ASSIGNMENT, inventor: Toshio UENO		
<i>RL</i>		U.S. Serial No. 10/002,742, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR COMPLAINT REPORT ISSUE, inventor: Toshio UENO		
<i>RL</i>		U.S. Serial No. 10/002,743, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO		
<i>RL</i>		U.S. Serial No. 10/002,744, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO		
<i>RL</i>		U.S. Serial No. 10/002,771, filed November 2, 2002, entitled METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT PROVIDING BACKUP DATA FOR USE IN STUDYING CLAIMS, inventor: Toshio UENO		
<i>RL</i>		U.S. Serial No. 10/002,772, filed November 2, 2002, entitled METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT FOR COPING WITH THE CHANGES IN HARDWARE, inventor: Toshio UENO		
Examiner Signature	<i>Chay J. R.</i>		Date Considered	1/6/05

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<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b> <i>MAR 22 2001</i> <b>EXAMINER'S TRADEMARK OFFICE</b>		Application Number		10/002,745	
		Filing Date		November 2, 2001	
		First Named Inventor		Toshio UENO	
		Group Art Unit			
		Examiner Name			
Sheet 1 of 1	of 2	Attorney Docket Number			01703/LH

### U.S. PATENT DOCUMENTS

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### FOREIGN PATENT DOCUMENTS

Exam. Inits*	Cite No <sup>1</sup>	Offc <sup>3</sup>	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>6</sup>
PC		JP	2001-160103  *English language Abstract Only	A	KONICA CORP.	06-12-2001		*

Examiner Signature	<i>PL</i>	Date Considered	1/16/05
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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

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		Filing Date	November 2, 2001
		First Named Inventor	Toshio UENO
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Sheet 2 of 2		Attorney Docket Number	01703/LH
<b>OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS</b>			
Examiner Initials <sup>1</sup>	Cite No. <sup>1</sup>	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published	
PL		U.S. Serial No. 09/813,209, filed March 20, 2001, entitled TECHNICAL SUPPORT SYSTEM, inventor: Mineo Nozaki and Toshio UENO	
Examiner Signature			Date Considered
			1/6/05

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